

**Bureau of Managed Care
Managed Care Organization
Policy/Procedures SharePoint Tracking and Monitoring Policy**

General Contract Monitoring/Compliance:

The Managed Care Organizations (MCOs) are responsible for the successful, accurate, complete, and timely submission of reports, forms and attestations required under the Managed Care Administrative Deliverables SharePoint site.

Requirements:

The MCO's shall submit the required reports, attestations and forms via the SharePoint site that are contractually required under the Managed Care Program Contract(s) for compliance and as identified (ad-hoc) by the Department.

- All instructions for the use of the SharePoint site are published on the **HFS MCO** Administrative Deliverables SharePoint Site page under "Helpful Hints".
- The reports, forms and attestations required to be submitted by each MCO, and by Managed Care Program Contract, are detailed on the MCO Administrative Deliverables Site Page for each Managed Care Program - HealthChoice Illinois (HCI), Medicare-Medicaid Alignment Initiative (MMAI) and YouthCare.
- The frequency of submission and naming convention for each report, form and attestation are also provided on this same Site Page, by Managed Care Program.
- The MCO shall NOT alter any HFS reporting templates provided. If an MCO SharePoint user experiences a problem with a template, they shall notify (email) the designated HFS SharePoint contacts and copy their Account Manager.
- The MCO's designated SharePoint users (staff) must regularly upload/submit timely and correctly, the required reports, forms, and attestations in compliance with the Administrative Deliverables Site Page.
 - When submitting reports, forms, and attestations, the MCO's designated SharePoint users shall ensure that when submitting data into the SharePoint site, reports are "Checked In" after uploading or viewing. If a report is not "Checked In", the report has not been fully and completely submitted to HFS and is considered pending with the MCO. Timely submission of SharePoint materials is based on the date and time of the "Checked In" action performed by the MCO SharePoint user.
 - If a report cannot be submitted by the required due date, an MCO may request an extension prior to the due date by emailing their designated HFS Account Manager and the designated HFS SharePoint staff. Any requests for extension must include the reason for the late submission or delayed response and clarify why this is an extenuating situation. The HFS Account Manager will review and approve or deny the request.
 - If an MCO SharePoint user uploads a deliverable in error or a duplicate is uploaded, the MCO SharePoint user must notify the designated HFS SharePoint contacts to request that the incorrect or duplicate document be deleted.

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- MCO's staff must regularly and frequently monitor the SharePoint site for any Rejected or Discrepancies Found error messages for each report submission. MCOs have 24 hours (1) business day to correct and resubmit "rejected" reports; MCOs must respond to, correct, and resubmit Discrepancy Found reports within (5) business days. MCO error report resubmissions must be submitted via the SharePoint site and will not be accepted by email.
 - Should an MCO need to submit a revised report based on an error message received, the MCO SharePoint user shall name the replacement (Corrected) report exactly the same, upload/replace the original report, and click on "Resubmit" in the "Submission Status" field. The MCO SharePoint user must **NOT** upload separate revised versions of the report.
- Failure to submit reports, forms, or attestations in compliance with the requirements of the SharePoint Administrative Deliverables Site, including but not limited to the requirements of the Managed Care Program Contract(s), may result in sanctions/penalties being applied to the MCO.

MCO SharePoint User Access and Termination Requests:

- MCOs must request access for their end users. Access to the SharePoint Site must be initiated by the MCO via an email to the HFS SharePoint contacts. When requesting access, the MCO must provide the full name of the end user, a good phone number and email address for the end user and the end users working title.
- MCOs are required to notify HFS when an end user no longer requires access to the SharePoint Site, or is no longer employed by the MCO. The MCO must submit an email notification to the HFS SharePoint contacts and their designated Account Manager upon determination that the end user no longer requires access to the Share Point Site. The notice submitted to HFS must also include the effective date of the termination for access to the SharePoint Site.
- MCOs shall immediately report any technical issues with SharePoint (except passwords) to the HFS SharePoint contacts and their designated Account Manager. MCOs shall attach a screenshot showing the problem or error message or a detailed description of the issue within their report to HFS.
- Should an MCO end user need to reset their SharePoint password, the end user must call the Illinois DoIT Helpdesk at (217) 524-3648.

Policy History

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Action:

SharePoint Use and Access

Policy Originator

BMC

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Revision Approved

Laura Ray, Bureau Chief